

# EUIAS Invoicing Policy

Version 1.0 (November 2021)

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## Purpose

This policy sets out our approach to invoicing for end-point assessment services.

## Fees and charges

EUIAS fees and charges are published annually and are available on the EUIAS website.

## Invoicing

We will normally invoice within five working days of a request of services being received. Our invoices detail the service provided, unit price, VAT (where applicable) and our payment details.

Customers that operate a purchase order system must provide a purchase order number when services are requested. It is the responsibility of the person requesting the service to comply with their own organisation's financial procedures.

In the event of a dispute with an invoice raised, the customer must contact our finance department within 20 working days of the date of invoice.

## Credit notes

If any services are cancelled, a credit note will be raised for the cancellation fees due normally within 10 working days of the cancellation. Details of our cancellation policy and fees are included in our list of fees and charges. Our credit notes detail the service cancelled, unit price and VAT (where applicable).

## Payment terms

All invoices must be paid within 30 days of the date of the invoice, unless specified otherwise.

## Payment of invoices

Payment of invoices can be made by bank transfer or credit/debit card. Full payment information is detailed on our invoices. Remittance details should be e-mailed to [finance@euskills.co.uk](mailto:finance@euskills.co.uk).

## Retention of invoices

Electronic copies of invoices are retained for at least six years from the date of issue.

## Policy Review Arrangements

This policy is subject to a three-year review cycle, or earlier should any feedback or concerns be brought to the attention of EUIAS, to ensure it remains fit for purpose.